



USAID | JORDAN

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72027822R10011

ISSUANCE DATE: September 01, 2022

CLOSING DATE/TIME: September 15, 2022
11:59 p.m. Amman local time

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC - Local Compensation Plan)

Dear Prospective Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Amman Jordan, is seeking applications from qualified individuals to provide personal services under contract as described in this solicitation.

Applications must be in accordance with **Sections I through VIII** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID/Jordan to award a Personal Services Contract (PSC) nor does it commit USAID/Jordan to pay any cost incurred in the preparation and submission of the applications.

Any questions must be directed in writing to the Point of Contact specified in point 10 Section I General Information.

Sincerely,

Cynthia Rogers

Digitally signed by Cynthia
Rogers
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Cynthia B. Rogers
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72027822R10011
- 2. OPEN TO:** Current Employees of the Mission - All Agencies
- 3. ISSUANCE DATE:** September 01, 2022
- 4. CLOSING DATE/TIME:** September 15, 2022 11:59 p.m. Amman Local Time
- 5. POSITION TITLE:** Executive Assistant
Southern Syria Assistance Platform Office
- 6. PERIOD OF PERFORMANCE:** The contract will be for a base period (between one to three years) and based on the Agency needs, the Contracting Officer may exercise (an) additional option period(s). If the U.S. Government exercises this option, the total duration of this contract, including the exercise of any options, shall not exceed five (5) years. Employment under this contract is of a continuing nature. The duration of the contract is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply.
- 7. MARKET VALUE (SALARY PER ANNUM):** **JOD 15,588 – JOD 25,728** Equivalent to **Grade FSN-08**
In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Jordan. Final compensation will be negotiated within the listed market value (Salary).
- 8. PLACE OF PERFORMANCE:** Amman, Jordan
- 9. SECURITY LEVEL REQUIRED:** Facilities Access/Employment Authorization
- 10. POINT OF CONTACT:** All questions should be directed to:
ammanresumesusaid@usaid.gov

11. STATEMENT OF DUTIES

The incumbent serves as the Executive Assistant for the Senior Development Advisor (SDA) who is the Director of the Southern Syria Assistance Platform (SSAP) and the SSAP team. The incumbent is responsible for the smooth and efficient administrative operations of the SSAP Front Office, including protocol matters, scheduling meetings, maintaining quality control and correspondence and internal documents. The incumbent is responsible of managing and organizing the SDA's representational events and support other representational matters. The incumbent liaises with all USAID offices, Embassy Front Office, USAID/Washington, the Syria Country Team based in Istanbul (SRP), Turkey, and Syrian and UN officials at the highest levels. The incumbent is the primary contact person responsible for SSAP Front Office customer service to internal and external partners and other stakeholders, including SSAP staff,

Implementing Partners (IPs) and international donors, Syrian and Jordanian government officials, the Embassy, Washington officials, SRP, and other customers. In this capacity, the incumbent is responsible for coordinating information about the Syria platform and making sure that information gets to customers on a timely basis and in a professional manner.

The incumbent is responsible for the smooth operations of the SSAP teams, including scheduling meetings with the Embassy, Jordanian and Syrian governmental partners, donors, implementing partners, etc., maintaining quality control of correspondence and internal documents, liaising with the Embassy Front Office and Washington USAID and State Department offices at the highest levels, and overseeing and providing training to staff, as needed, to ensure high-quality work in conformance with standard procedures. On occasion, the incumbent must be ready to work, reachable and available after working hours, during weekends, holidays, and inclement weather, etc. S/he must be available at the office, and/or in an offsite location, during official events, receptions, and field visits, etc. Specific working hours will be reliant on the requirements and the needs of the SSAP Director.

Major Duties and Responsibilities:

SSAP Front Office Administrative Management:

The incumbent schedules meetings, requests briefing materials, maintains the SSAP Director's calendar, screens telephone calls and visitors, judges' relative importance, and handles administrative matters for Director without supervision. The incumbent liaises with Embassy Chief of Mission and Deputy Chief of Mission office daily to schedule meetings and determine relative importance of pending matters. The incumbent provides guidance and movement schedules to Embassy drivers, plans all motorpool and expeditor movements; serves as timekeeper for the entire SSAP staff and coordinates with the financial Management Office payroll staff on all salary payments, including WebTA for US staff.

The incumbent provides translation and interpretation services of non-technical and short technical material into English or from English into Arabic. Serves as note-taker at selected meetings, formats meeting notes appropriately to share with SSAP staff and provides records for the files. The incumbent organizes and maintains the Director's Office files in accordance with the Automated Directive System (ADS), preparing file plans and Vital Records for SSAP. Supports all SSAP staff in maintaining working files and contacts.

The incumbent is responsible for coordinating high-level and temporary duty visits for SSAP. Together with the assigned control officer, as appropriate, the incumbent will be responsible for myriad of duties including but not limited to setting up visitation schedule, setting up meetings with high-level government, partner, and donor officials, arranging lodging and logistics with pertinent Embassy sections, drafting, and coordinating diplomatic notes and briefing materials, and ensuring internal coordination and flexibility.

The incumbent coordinates all domestic and international travel arrangements for the SSAP Director and SSAP staff, working as needed with USAID/Jordan Travel Assistants, the Embassy Management Section, Regional Security Office (RSO) and other relevant offices. S/he prepares travel vouchers and other documents related to SSAP Director and senior staff travels and oversees logistics of external representational and outreach events.

The incumbent manages the arrangements for official SSAP receptions, working meals, and events held by SSAP Director's Office, tracks official representation funds, as needed; reports and accounts for all expenses; works with the Financial Management Office to estimate the amount of representational funds required and make sure they are available well in advance and in accordance with policy. The incumbent prepares guest lists, develops invitation designs, and issues invitations, monitors responses, arranges seating charts and ensures that invitations are distributed; maintains a record of acceptances on a master guest list;

and supervises service providers, as required. The incumbent also works in close collaboration with the US embassy protocol section on all events involving the attendance of the SSAP Director.

The incumbent is responsible of maintaining a Contact Management Database (CMD) system for SSAP Director's office contacts. S/he updates contact information and keeps records up to date. Together with other USAID/Jordan incumbents, the incumbent liaises with the Embassy Protocol Office on the SSAP's Fourth of July official reception guests list.

Administrative Assistance Guidance:

The incumbent maintains professional working relations with all USAID/Jordan mission support offices that assist SSAP, as well as with all US Embassy offices that collaborate with SSAP on Syria, including the Syria Regional Platform (SRP) in Istanbul, the Syria Desk in the Middle East Bureau, Bureau for Humanitarian Assistance (BHA) in Washington, DC, the Embassy Amman Political, Economic, Management, and Defense Attaché's Sections. S/he provides real time and high-quality customer service, guidance, and promotes collaborative working environment conditions. The incumbent provides orientation and training to new SSAP staff.

USAID/Jordan policies and standard operating procedures, pertaining to SSAP section. On a limited basis, the incumbent will also provide administrative guidance and support to the BHA/Yemen team.

Document Quality Control:

The incumbent receives and controls incoming and outgoing correspondence, memos, briefing materials, cables, and communications for the SSAP Front Office, including review of formatting and grammar; ensures documentation and correspondence are correctly prepared for Director's signature and have the appropriate clearances. The incumbent reviews all documentation for the signatures of the SSAP Director, tracks due dates and progress on documents; ensures documents are properly completed and all supporting documentation necessary to make a decision is included. Rejects or corrects documentation prior to passing to the SSAP Director.

Supervisory Relationship

The incumbent reports to the Senior Development Advisor (SDA) who is the Director of the SSAP or his or her designee.

Supervisory Controls

Supervision of other staff is not contemplated.

Other significant Factors

The contractor is eligible for temporary duty (TDY) travel to the U.S., or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

13. AREA OF CONSIDERATION

To meet basic eligibility requirements, the applicant must be a Jordanian Citizen and must submit a complete application as outlined in the section titled APPLYING. The applicant must have a valid medical and security clearances.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Applications will be initially screened for eligibility in accordance with the qualification criteria below. Applicants must address each criterion in their application to meet the below minimum qualifications for this position.

- a. **Education:** Completion of secondary schooling, and two or more years of post-secondary schooling, or community college diploma, is required. Supporting documentation (i.e. copy of High School Certificate and Diploma/Bachelor's degree must be included in the application for eligibility purposes).
- b. **Prior Work Experience:** Minimum of three years of experience in office management is required. This experience must involve engagement with government and private sector institutions, and/or with diplomatic missions and similar organizations.
- c. **Language Proficiency:** Level IV (fluent) English and Arabic proficiency for both oral and written communication is required. At Level IV, an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where considerable importance attaches to proper word meaning. English proficiency will be tested. A minimum score of 785 on the TOEIC exam (Listening & Reading components only) or 590 is for the TOEFL ITP exam or 96 for the TOEFL iBT are acceptable. Examination scores must have been recorded within the last six months; or else, candidate will be tested again.
- d. **Skills and abilities:** The incumbent must maintain strict confidentiality relating to all sensitive matters pertaining to the Director's Office functions. The incumbent must value diversity and must be able to operate in a highly functioning diversified team environment. S/he must demonstrate excellent teamwork and participation, must maintain excellent interpersonal skills and customer focus together with providing excellent customer service in a manner that maintains smooth and effective relationship with all SSAP, USAID and interagency staff. The incumbent must have demonstrated ability in time management, dealing with frequent changes, delays, or unexpected events, must be able to prioritize and juggle tasks to meet critical deadlines, follow instructions and respond to management directions. The incumbent must have demonstrated ability to function in a pro-active manner, must take initiative and anticipate administrative needs for the section and achieve them. The incumbent must have demonstrated ability to perform well under pressure and tight deadlines. Occasionally, s/he must be available to work after hours whether at the office or during official events (specific work hours will be dependent on the requirements of the SSAP Director). The incumbent must demonstrate high level of professionalism in attitude and appearance, as such; the position requires professional pleasant personality, excellent tact and courtesy to maintain cordial and effective contacts with all staff as well as senior U.S., Jordanian, Syrian and other officials. The incumbent must have demonstrated excellent experience in document quality control and written communication skills. The incumbent must demonstrate a high level of attention to details, accurate data compiling and analysis. The incumbent must be able to continuously monitor own work to ensure quality. The incumbent must have demonstrated ability to provide excellent translation and simultaneous interpretation skills in both English and Arabic. The incumbent must have demonstrated excellent computer skills in specialized software including Windows and Microsoft Office suite, data analysis tools, ability to navigate the Internet with ease, and must have demonstrated skill to operate office equipment.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with applicants in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of applicants with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of applications that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of applicants in the competitive range to the greatest number that will permit an efficient competition among the most highly rated applications. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

Applicants who do not meet the minimum education and experience requirement will not be contacted. Applicants who meet the minimum education and experience requirement will be further evaluated based on the evaluation criteria mentioned below:

- a. Prior work experience 10%
- b. Language Proficiency 20%
- c. Skills and abilities 70%

At each step of the process, the Contracting Officer may establish a competitive range. Only top-ranked applicants will be given an English test (TOEIC). Applicants with passing TOEIC scores may be further assessed and only top-ranked applicants may be given a written skills technical test, to further assess the candidates' qualifications of any of the evaluation criteria listed above as well as written English skills. Testing will be conducted in Amman, Jordan. Only the top-ranked applicants from the written skills test will be invited for an interview. USAID/Jordan Human Resources Office will conduct reference checks on top-ranked applicants. USAID/Jordan may use reference information obtained from other than the sources identified by the applicant and solicit additional information from references provided if the Contracting Officer finds the existing information to be insufficient for evaluating an applicant's performance.

USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal employees must have completed 52 weeks of employment in their current position before being eligible to apply. If an internal employee's Human Resources Officer approved a waiver, the waiver must be included in the application package for eligibility purposes.

IV. SUBMITTING AN APPLICATION (APPLYING)

To ensure consideration of application for the intended position, applicants must prominently reference the solicitation number in the application submission. Eligible applicants are required to complete and submit the following as a complete application package:

- a. A current curriculum vitae. *
- b. Copy of the Jordanian National ID and/or Jordanian Passport. *
- c. Copies of educational certification for eligibility purposes (English or Arabic). *
- d. Per Government of Jordan - Defense Order number 35, COVID-19 Vaccination Proof. *
- e. Filled and signed Universal Application for Employment (DS-0174).

***Failure to submit to submit items a through d will mark your package incomplete and will eliminate your application from the recruitment process even if you were qualified.**

Applications must be received by the closing date and time specified in Section I, item 4, and submitted to the ammanresumesusaid@usaid.gov. Application forms can be accessed from the Embassy website: <https://jo.usembassy.gov/embassy/jobs/>

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer (CO) or his/her designee informs the successful applicant about being selected for a contract award, the CO or his/her designee will provide the successful applicant with instructions on how to complete and submit the required documents related to mandatory medical and security clearances.

Failure of the selected applicant to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked applicant.

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

- Basic Salary within the advertised market value
- Transportation & Miscellaneous Allowances
- 13th & 14th Month Bonuses
- Subscription to the Jordanian Social Security
- Subscription to the Mission's Provident Fund Program
- Medical Insurance (Employee & Family)
- Life Insurance (Employee only)

Funds for Social Security, retirement, pension, vacation, or other cooperating country programs as required by local law shall be deducted and withheld in accordance with laws and regulations and rulings of the cooperating country or any agreement concerning such withholding entered into between the cooperating government and the United States Government.

VII. Taxes

Based on Department of State policies and regulations, the U.S. Mission cannot withhold income tax deductions for Jordanian Locally Employed Staff. LE Staff employees are obliged to observe the laws and regulations of the Jordanian Government. Employees are encouraged to file their income tax in a timely manner.

VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCN and TCN PSC awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, "Direct USAID Contracts with a Cooperating Country National and with a Third Country National for Personal Services Abroad," including **contract clause "General Provisions,"** available at <https://www.usaid.gov/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>.
3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs) for Cooperating Country National Personal Services Contracts (CCNPSC) available at

<http://www.usaid.gov/work-usaid/aapds-cibs>.

4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch**,” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2** and **5 CFR 2635**. See <https://www.oge.gov/web/oge/nsf/OGE%20Regulations>.

5. **PSC Ombudsman**

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information:

<https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov